



## VICTIM COMPENSATION & GOVERNMENT CLAIMS BOARD

# JOB OPPORTUNITY

### VICTIM COMPENSATION PROGRAM APPLICATION REVIEW TEAM (ART) STAFF SERVICES MANAGER I (SSMI) Permanent/Full-Time \$4746.00 - \$5726.00

Under the general direction of the Assistant Deputy Executive Officer (SSM II), Victim Compensation Division, the SSM I is responsible for planning, organizing and directing the day-to-day activities of the ART staff of the Victim Compensation Program (program). The mission of the program is to ease the financial burden of crime victims through reimbursement of qualifying losses incurred as a direct result of a crime. The ART staff play a vital role in the initial phase of claims processing and provide customer service contact. The SSM I ensures that optimum customer service is provided.

#### **DUTIES:**

Provides guidance, direction and support to subordinate supervisors in claims processing activities performed by the Application Review Team, including:

- Implementing and monitoring the application and bill intake processes, and adjusting the processes as necessary.
- Developing program goals, modifying, and administering program goals, policies and procedures in order to accomplish the Board's mission.
- Identifying issues, evaluating resources, establishing time frames and action plans for meeting program goals and objectives.
- Developing and training subordinate supervisory staff, including providing on the job training; providing feedback on an on-going basis; identifying training and development needs; and preparing annual evaluations and probationary reports.

Assists the SSM II in planning the work and resource needs of the ART. Specifically, setting long-term goals and objectives, and developing formal work plans and budgets; and keeping the SSM II apprised of the progress and issues arising.

Works closely with the Business Services Section to ensure that document imaging and indexing functions are meeting the needs of the ART.

#### **DESIRABLE QUALIFICATIONS:**

- Knowledge of VCP statutes and regulations
- Good oral and written communication skills
- Ability to organize and prioritize competing tasks
- Ability to work under pressure, and deal with sensitive situations
- Excellent interpersonal skills
- Strong communication and writing skills

#### **WHO MAY APPLY:**

Employees currently at the SSM I level or individuals eligible for appointment to this classification (transfer, list or reinstatement) may apply. **In addition to their application, candidates must submit a current resume and cover letter explaining their eligibility and their interest in this position. Applications will be screened and only the most qualified will be interviewed.**

#### **SUBMIT APPLICATION TO:**

Victim Compensation and Government Claims Board  
Human Resources Section/Attn: Robin Jones  
P.O. Box 48  
Sacramento, CA 95812-0048  
(916) 324-3252  
rjones1@vcgcb.ca.gov

**FINAL FILING DATE:**  
**June 2, 2006,**  
**or Until Filled**

Equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. **\*\*POSITION SUBJECT TO SROA AND RE-EMPLOYMENT LIST POLICIES AND PROCEDURES.\*\***

California Relay Service:

Voice line: 1-800-735-2922  
TDD User: 1-800-735-2929

040-230-4800-00x